

**Partial Summary Log of Custom  
For  
Hawk Relay  
June 1, 2007 to May 31, 2008**

June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
0	2	1	1	3	0	1	6	3	3	28	1

The total number of complaints/VRS technical issues was 87. All complaints/issues were recorded, responded and resolved with timely manner.

*Note: Log No. entries differ as the issues were pulled from two different databases.*

Complaints / VRS Technical Issues			
Log No.	Date of Complaint	Date of Resolution	Nature of Complaint
1001	7/31/07	7/31/07	Filed Complaint on VI
1002	7/31/07	7/31/07	Compliant against CA- Quality of spelling, too many XXXs
1005	8/15/07	8/15/07	Problem connecting to VRS
1009	9/8/07	9/8/07	Problem with applet for text relay
1026	10/5/07	10/5/07	Customer wanted to know if he could use web cam to connect to Hawk Relay
1029	10/14/07	10/14/07	Complaint regards to VCO procedures
1032	10/22/07	10/22/07	Having trouble with VRS black screen
1058	12/27/07	12/28/07	Customer felt he was blocked in error
1061	1/4/08	1/5/08	Blocked AIM
1062	1/4/08	1/5/08	Blocked AIM
1063	1/7/08	1/8/08	Blocked AIM
1064	1/9/08	1/10/08	Issues with international calls not permitted on AIM
1066	1/11/08	1/12/08	Blocked AIM
1073	1/30/08	1/30/08	HawkRelay IM disappeared from buddylist
1080	2/11/08	2/11/08	Problem connecting to VRS

1083	2/22/08	2/23/08	Issues with international calls not permitted on AIM
1084	2/24/08	2/24/08	Trouble connecting to Hawk Relay
1085	3/15/08	3/15/08	VI was nervous and had sloppy signing
1086	3/20/08	3/21/08	Issues with international calls not permitted on AIM
1087	3/27/08	3/27/08	Poor video quality and background
1088	4/1/08	4/1/08	VI clothing inappropriate
1089	4/2/08	4/2/08	Long wait time
1090	4/2/08	4/2/08	Poor video quality
1092	4/4/08	4/4/08	Poor video quality
1094	4/6/08	4/6/08	VI was not pay attention to incoming calls - was talking to other VI
1096	4/8/08	4/8/08	Empty Cubicle - No VI present
1099	4/9/08	4/9/08	Couldn't connect to Customer Service
1102	4/11/08	4/12/08	Issues with international calls not permitted on AIM
1103	4/11/08	4/11/08	Complained that opr spelled too many words wrong on CA.
1106	4/12/08	4/12/08	Text Relay on website not working
1107	4/15/08	4/16/08	International calls not permitted on AIM
1108	4/16/08	4/16/08	VI cubicle had a bright ray of light
1118	4/23/08	4/23/08	Vi had poor receptive abilities and bad attitude
1119	4/24/08	4/25/08	Blocked AIM
1120	4/24/08	4/25/08	Blocked AIM
1121	4/24/08	4/24/08	VI wore inappropriate clothing
1122	4/24/08	4/24/08	VI limited the call to 30 min even though VI was warned that it will might be a long call.
1123	4/24/08	4/24/08	Poor video quality
1124	4/24/08	4/24/08	Poor video quality

1125	4/24/08	4/24/08	Testing Video quality
1128	4/25/08	4/25/08	Video quality with VI
1129	4/25/08	4/25/08	Video quality with VI
1130	4/25/08	4/25/08	Black screen
1131	4/25/08	4/25/08	VI disconnected the call before call was made
1132	4/29/08	4/29/08	Poor video quality
1133	4/29/08	4/29/08	VI talked with other VI while with customer
1134	4/29/08	4/29/08	VI disconnected the call before call was made
1135	4/29/08	4/29/08	VI disconnected customer while on hold
1149	5/9/08	5/9/08	Compliment - VI did a great job interpreting
1150	5/10/08	5/10/08	Problem connecting to VRS
1152	5/12/08	5/12/08	VI had poor attitude and rushed customer
1153	5/12/08	5/12/08	VI was flirty and asked personal questions
1154	5/12/08	5/12/08	VI unprepared and lazy
1159	5/15/08	5/15/08	Unable to use VRS - referred to customer service
1162	5/16/08	5/16/08	How to install web cam
1163	5/16/08	5/16/08	VI disconnected the call before call was made
1164	5/16/08	5/16/08	VI disconnected the call before call was made
1165	5/16/08	5/16/08	VI disconnect the call before call was made
1166	5/16/08	5/16/08	VI disconnected after switching
1167	5/16/08	5/16/08	VI asked customer to hold while switching
1168	5/16/08	5/16/08	Poor lights and behavior
1169	5/16/08	5/16/08	Had trouble with speed of video transmission
1170	5/16/08	5/16/08	Called back and still have problem - discovered that has basic internet service
1171	5/19/08	5/19/08	Poor Video Quality

1180	5/20/08	5/20/08	Video quality with Customer Service
1184	5/21/08	5/21/08	VI had bad attitude and neglected customer
1185	5/21/08	5/21/08	VI had bad attitude and was unprofessional
1186	5/21/08	5/21/08	Great job interpreting
1187	5/21/08	5/21/08	VI had poor signing and receptive skills
1188	5/21/08	5/21/08	VI hung up on customer on purpose twice
1189	5/21/08	5/21/08	Not enough quality VIs available after 5pm
1193	5/22/08	5/22/08	VI disconnected on customer
1194	5/22/08	5/22/08	VI disconnected after 2 minutes on hold
1195	5/22/08	5/22/08	VI disconnected on customer before could make second call
1196	5/23/08	5/23/08	Problem with customer VP screen during VRS calls
1197	5/23/08	5/23/08	VI disconnected on purpose after finishing third call
1198	5/23/08	5/23/08	VI hung up immediately after seeing customer on screen
1199	5/23/08	5/23/08	VI made rude remarks and had bad attitude
1200	5/23/08	5/23/08	VI changed VI number after conversation with caller
1202	5/27/08	5/27/08	Excellent preparedness
1203	5/27/08	5/27/08	VI was cleaning desk and not paying attention to VP
1204	5/27/08	5/27/08	VI was eating unprepared to interpret and did not announce his Vi number
1205	5/28/08	5/28/08	VI disconnected in middle of call
1206	5/28/08	5/28/08	VIs keep hanging up on customer almost daily after 5pm
1207	5/29/08	5/29/08	VI ended sessions repeatedly
1208	5/29/08	5/29/08	VI hung up on customer before customer could make another call
1209	5/29/08	5/29/08	VI hung up on customer in the middle of call





























## er Complaints

1 2008

Jan	Feb	Mar	Apr	May
6	3	3	28	39

s were recorded, responded and resolved within

cal Issues		
Explanation of Resolution	Type of Contact	VI Number
Submitted complaint to VRS Contractor	VI Complaint	
Submitted complaint to Text Contractor	CA Complaint	1337F
Explained that our VIs are busy assisting other clients.	VRS Center Issues	
Assisted customer getting Java installed on system.	Website Issues	
Explain how to use Hawk Relay via webcam and add to vp.	Technical Issues	
Explained VCO procedures and submitted the issues to Hawk Relay Team	VCO Complaint	
Provided instruction how to fix router	VRS Techincal Issues	
Submitted complaint to Text Contractor	Blocked AIM	
Submitted complaint to Text Contractor	Blocked AIM	
Submitted complaint to Text Contractor	Blocked AIM	
Submitted complaint to Text Contractor	Blocked AIM	
Submitted complaint to Text Contractor	Blocked AIM	
Submitted complaint to Text Contractor	Blocked AIM	
Submitted complaint to Text Contractor	Internet Technical Issue	
Submitted complaint to VRS Contractor	VRS Technical Issue	

Submitted complaint to Text Contractor	Blocked AIM	
Provided assistance successfully	VRS Technical Issue	
Submitted complaint to VRS Center	VI complaint	595
Submitted complaint to Text Contractor	VRS Technical Issue	
Have submitted a suggestion to center to have that checked.	VRS Technical Issue	
Explained to customer that he can ask VI to wear a shawl- submitted complaint to VRS contractor	VI Complaint	no number
Informed that VRS is very busy and to stay wait for a bit or call back later.	VRS Technical Issue	
Assisted customer with configuring VP settings	VRS Technical Issue	
Assisted customer with configuring VP settings	VRS Technical Issue	
Submitted complaint to VRS Contractor	VI Complaint	532
Submitted complaint to VRS Contractor	VI Complaint	no number
Assisted customer with configuring VP settings	Other Technical Issue	
Submitted complaint to Text Contractor	Text Technical Issue	
Submitted complaint to Text Contractor	CA Complaint	no number
Submitted complaint to Hawk Relay team	Text Technical Issue	
Submitted complaint to Text Contractor	Text Technical Issue	
Submitted complaint to VRS Contractor	VRS Center Issues	
Submitted complaint to VRS Contractor	VI Complaint	518
Submitted complaint to Text Contractor	Blocked AIM	
Submitted complaint to Text Contractor	Blocked AIM	
Submitted complaint to VRS Contractor	VI Complaint	no number
Submitted complaint to VRS Contractor	VI Complaint	345
Assisted customer with configuring VP settings	VRS Technical Issue	
Assisted customer with configuring VP settings	VRS Technical Issue	

Very good quality	VRS Technical Issue	
Submitted complaint to VRS Contractor	VRS Technical Issue	
Submitted complaint to VRS Contractor	VRS Technical Issue	
Assisted customer with configuring VP settings	VRS Technical Issue	
Submitted complaint to VRS Contractor	VI Complaint	100's center
Submitted complaint to VRS Contractor	VRS Technical Issue	
Submitted complaint to VRS Contractor	VI Complaint	607
Submitted complaint to VRS Contractor	VI Complaint	1339
Submitted complaint to VRS Contractor	VI Complaint	1300's center
Submitted complaint to VRS Contractor	VI Compliment	904
Submitted complaint to VRS Contractor	VRS Center Issues	
Submitted complaint to VRS Contractor	VI complaint	444
Submitted complaint to VRS Contractor	VI complaint	244
Submitted complaint to VRS Contractor	VI complaint	225
Submitted complaint to VRS Contractor	VRS Technical Issue	
Provided set up instructions	VRS Technical Issue	
Submitted complaint to VRS Contractor	VI complaint	619
Submitted complaint to VRS Contractor	VI Complaint	618
Submitted complaint to VRS Contractor	VI Complaint	619
Submitted complaint to VRS Contractor	VI Complaint	618
Submitted complaint to VRS Contractor	VI Complaint	619
Submitted complaint to VRS Contractor	VRS Technical Issue	
Customer given instructions on how to change settings and run quality test	Technical Issues	
Providing information on high speed internet	Technical Issues	
Asked customer to get VI# so we can locate specific station	VRS Technical Issue	

Customer Service Agent adjusted settings	Technical Issues	
Submitted complaint to VRS Contractor	VI complaint	525
Submitted complaint to VRS Contractor	VI complaint	617
Submitted compliment to VRS Contractor	VI compliment	212
Submitted complaint to VRS Contractor	VI complaint	595
Submitted complaint to VRS Contractor	VI complaint	525
Submitted complaint to VRS Contractor	VI complaint	
Submitted complaint to VRS Contractor	VI complaint	1365
Submitted complaint to VRS Contractor	VI complaint	no VI number
Submitted complaint to VRS Contractor	VI complaint	525
Submitted complaint to VRS Contractor	VRS Technical Issue	
Submitted complaint to VRS Contractor	VI complaint	169
Submitted complaint to VRS Contractor	VI complaint	525
Submitted complaint to VRS Contractor	VI complaint	620
Submitted complaint to VRS Contractor	VI complaint	617-618
Submitted compliment to VRS Contractor	VI compliment	603
Submitted complaint to VRS Contractor	VI complaint	905
Submitted complaint to VRS Contractor	VI complaint	525
Submitted complaint to VRS Contractor	VI complaint	1343
Submitted complaint to VRS Contractor	VI complaint	500s
Submitted complaint to VRS Contractor	VI complaint	500s
Submitted complaint to VRS Contractor	VI complaint	500s
Submitted complaint to VRS Contractor	VI complaint	622





























































































































































































































































































































































